

		Health, Safety & Environmental Compliance Services Limited Integrated Management System	
Document Title: <b>Quality Policy</b>		Mandatory	
		Guidance	
		CPD / Professional Update	
1.Document Number	HSEC0020	2. Relevant Documents	HSEC0065
3.Target Audience	Customers / Centre Staff / Assessors / IQA / Learners / Tutor / Trainer	4.Version Number	003
5.Latest Document Review Date:	30/09/2020	6.Next Document Review Date:	30/09/2021
7.Developed By	B.Saville		

<b>Quality Policy</b>
<p>Health, Safety &amp; Environmental Compliance Services Ltd is committed to ensuring its products, services and support are delivered and received at the highest standards possible.</p> <p>Our passion for learning and development to include qualifications and training, sector experience and professionalism are at the core of our business. Ensuring everyone who comes into contact with the Centre has a positive experience, and receives that personalised bespoke treatment, as an individual and not a number or organisation is essential, to ensure we promote learning, development and stakeholder engagement.</p> <p>It's only through continuous improvement of our products and services, stakeholder engagement and development, can we continue to be known and respected.</p> <p>Ensuring the highest levels of administration are an essential and integral part of the Centre and its daily operation. To ensure we implement the highest standards across the board, we are developing an integrated management system (IMS) covering all areas of Quality, Health, Safety, Environment, Human Resources and Awarding Organisation standards (This includes all Legislative requirements).</p> <p>We will further demonstrate our ability to provide quality systems by gaining accreditation of our IMS system, by achieving ISO 9001, 140001 and 27001 accreditations, within 5 years of the policy having been created.</p> <p>As a business we will ensure we comply with all relevant legislation, specifically those in relation to Health, Safety, Equality and the Environment which form an essential part of the Centre, and the sectors we operate in.</p> <p>To include our involvement in the delivery of regulated and statutory qualifications, approved and accredited training programmes across the Waste Management, Recycling and Quarry Sectors.</p> <p>The methods by which this will be achieved are defined in the documented Integrated Management System (IMS) policies, practices and procedures.</p> <p><b>HSEC Services is committed to:</b></p> <ul style="list-style-type: none"> <li>✓ Providing fast pasted, reactive solutions to our clients, and ensuring the client is put in touch with those who are best placed and experienced to meet the client's requirements.</li> <li>✓ Ensuring the high levels of health, safety and welfare of its employees, contractors, learners and others who come into contact with the centre and its operation.</li> </ul>

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- ✓ Provide assessment, training and advice to its clients and support functions to assist in helping its clients remain compliant and provide reactive services which will help its clients reduce costs.
- ✓ Promote best practice in regard to health, safety and the environment.
- ✓ Ensuring clients' needs and expectations are met or exceeded.
- ✓ Put measures in place to reduce any potential for injury or ill health to its employees, contractors and those associated with HSEC Services, to include assessors, learners.
- ✓ Ensure third-party sites are safe and suitable in order to carry out training and assessment activities.
- ✓ Through the implementation of specific policies, practices and procedures ensure the highest levels of welfare of all its clients, learners and staff especially those deemed as vulnerable.
- ✓ Ensure high levels of quality assurance and quality control by setting out in HSEC0047 (WAMITAB) and HSEC0500 (MPQC), how quality assurance and quality control will be carried out, to include methods and frequency of such activities.
- ✓ Ensure all relevant information in regard to its products and services, to include relevant policies, practices and procedures are accessible to those involved in the assessment process to include awarding body's, quality assurance, assessors and clients. This includes reviewing, updating, and re-providing such information to its clients and stakeholders.
- ✓ Ensuring all those employed by the Centre have achieved or are working towards a waste management or sector relevant qualification to enable its staff to provide clients, learners and others with up-to-date information and guidance.
- ✓ Promoting Continuing Professional Development of its centre staff, assessors, internal quality assurers and others.
- ✓ Ensuring all its employee's, assessors, internal quality assurance team, and anyone involved in assessment or training to include learners are regardless of age, colour, sex, sexual orientation treated the same and receive the same high level of customer service and care.
- ✓ Enhancing all new and existing products and services continually, to ensure we innovative in every aspect of our business, to ensure continuous improvements are made to every aspects of our operation for the good of our our employee's, clients and all those involved in the sphere of training ad assessment.
- ✓ Regular review of its policies, practices and procedures to include changes and amendments of those policies, practices and procedures to ensure the correct processes are followed and adhered too.

Policy's will be reviewed on an annual basis in respect of health, safety, environment and quality to ensure compliance in respect of changes in the organisations operations, relevant legislation and any requirements laid down by Awarding Organisations.

Records will be completed and maintained to ensure, supply of all it's polices, practices and procedures are provided and the most up to date version is provided.

Anyone who requires a copy of this Policy can contact the Centre administrator using [admin@hsecservices.co.uk](mailto:admin@hsecservices.co.uk).

The requirements of the quality policy must be adhered too by all, employees, assessors, internal quality assurers, contactors and others working for or appointed by HSEC Services.



Ben Saville  
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30/09/2020